



MEMORANDUM

TO: Telecommunications Coordinators

FROM: Frank Cavallaro, Manager *F.C.*
Bureau of Communication and Computer Services

DATE: October 2, 2000

SUBJECT: Voice Order Training

The Division of Telecommunications will be conducting voice order training sessions in Springfield and Chicago on the following dates and times.

Chicago Session***Thursday, October 19, 2000***

9 a.m. – 11 a.m.

2nd Floor Training Center

James R. Thompson Center

100 West Randolph Street, Chicago

Springfield Sessions***Wednesday, October 25, 2000***

9 a.m. – 11 a.m. and 1 p.m. – 3 p.m.

Room 111 Lincoln Land Capital City Center

130 West Mason Street, Springfield

Friday, October 27, 2000

9 a.m. – 11 a.m. and 1 p.m. – 3 p.m.

Room 111 Lincoln Land Capital City Center

130 West Mason Street, Springfield

The training sessions will provide information on how a telecommunications service request (TSR) should be completed and will give tips and instructions on how to check the status of your voice orders and bills in the Management of Network Inventory and Equipment System (MONIES). Additionally, the session will review the following content:

- Voice order processing structure and contacts
- Detail listing of equipment types and catalog codes
- MONIES inventory module
- MONIES billing module
- AU module
- Orders module
- Telephone units
- Review of TSR process

Please RSVP by October 12, 2000, to Sarah Zerfas by e-mail (sarah_zerfas@cms.state.il.us) or by telephone at (217) 524-2159.

FC:dw